



Other MWR Programs and Installation Services

Survey of Army Families V

1. Spouses of deployed and returned and not deployed

Soldiers: Use of Army Community Service (ACS) programs and services ranged widely. Those programs and services used by the *highest* percentages are:

- Income tax preparation (47.2%)
- Welcome packet (46.4%)
- Exceptional Family Member Program (EFMP) (23.2%)
- SITES (DoD Standard Installation Topic Exchange Service) (22.9%)
- Family support related to mobilization or deployment (22.1%)



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2. **Spouses of deployed and returned and not deployed Soldiers: Since 2001, the usage of the following ACS programs or services has increased:**
- Income tax preparation services (37.8% in 2001, 47.2% in 2004/5)
 - Exceptional Family Member Program (EFMP) (14.9% in 2001, 23.2% in 2004/5)
 - Relocation Assistance (10.9% in 2001, 17.3% in 2004/5)
 - Family support related to mobilization or deployment (7.7% in 2001, 22.1% in 2004/5)
 - Emergency Assistance (5.6% in 2001, 9.6% in 2004/5)
 - Information and Referral (3.7% in 2001, 7.3% in 2004/5)



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3. Spouses of deployed and returned and not deployed Soldiers:

Since 1991/2, the usage of income tax services (16.7% in 1991/2, 47.2% in 2004/5) and EFMP (8.0% in 1991/2, 23.2% in 2004/5) has almost *tripled*; and the usage of Relocation Assistance (7.5% in 1991/2, 17.3% in 2004/5) and Family Advocacy Program (3.2% in 1991/2, 6.6% in 2004/5) has *doubled*. Since 1991/2, the usage of Consumer Affairs Programs/Financial Counseling (14.8% in 1991/2, 7.7% in 2004/5) and Information Referral (33.6% in 1991/2, 7.3% in 2004/5) has *decreased*.

4. Spouses of deployed and returned and not deployed Soldiers:

One-fourth to over one-half of spouses rated the following as the 3 most important ACS programs and services:

- Emergency Assistance (55.0%)
- Family support related to mobilization or deployment (50.9%)
- Exceptional Family Member Program (EFMP) (32.9%)
- Relocation Assistance (24.2%)



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5. **Spouses of deployed and returned and not deployed Soldiers:** Since 2001, *higher* percentages selected family support related to mobilization or deployment (34.7% in 2001, 50.9% in 2004/5) and Family Advocacy Program (12.5% in 2001, 15.5% in 2004/5) as one of the 3 most important ACS programs and services.

6. **Spouses of deployed and returned and not deployed Soldiers:** Since 2001, *lower* percentages selected Emergency Assistance (58.3% in 2001, 55.0% in 2004/5) and Outreach Program (9.2% in 2001, 6.2% in 2004/5) as one of the 3 most important ACS programs and services.



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7. Spouses of deployed and returned and not deployed

Soldiers: Use of MWR programs, activities, and services in the last 2 years ranged from 59.6% to 6.2%. Those used by the *highest* percentage of spouses are:

- 59.6% Bowling, including pro shop and snack bar
- 58.4% Fitness Facilities
- 55.4% Library and Information Services
- 46.0% Swimming Pools
- 45.6% Information, Ticket and Registration
- 39.2% Gymnasium/Playing Courts/Fields



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8. **Spouses of deployed and returned and not deployed Soldiers:** Since 2001, a *greater* percentage reported they have used:
- Fitness Facilities (50.8% in 2001, 58.4% in 2004/5)
 - Bowling (50.7% in 2001, 59.6% in 2004/5)
 - Swimming Pools (40.9% in 2001, 46.0% in 2004/5)
 - Information, Ticket and Registration (37.5% in 2001, 45.6% in 2004/5)
 - Library and Information Services (51.1% in 2001, 55.4% in 2004/5)
 - Music and Theater Programs (20.1% in 2001, 24.3% in 2004/5)
 - Golf (15.6% in 2001, 19.1% in 2004/5)



Other MWR Programs and Installation Services

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9. Spouses of deployed and returned and not deployed

Soldiers: The MWR programs and services rated among the 7 most important in enhancing the quality of Army life are:

- 66.8% Fitness Facilities
- 61.2% Library and Information Services
- 52.2% CYS Liaison, Education and Outreach
- 52.6% Child Development Services
- 42.1% Swimming Pools
- 41.6% Youth Services (YS)
- 38.5% School-age Services
- 38.2% Gymnasium/Playing Courts/Fields
- 37.4% Information, Ticket and Registration
- 33.9% Outdoor Recreation Areas



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- 10. Spouses of deployed and returned and not deployed Soldiers: Since 2001, *higher* percentages consider the following as most important to enhancing the quality of Army life:**
- Music and Theater Programs (18.3% in 2001, 24.6% in 2004/5)
 - Fitness Facilities (62.2% in 2001, 66.8% in 2004/5)
 - Information, Ticket, and Registration (34.4% in 2001, 37.4% in 2004/5)
 - Swimming Pools (37.9% in 2001, 42.1% in 2004/5)
- 11. Spouses of deployed and returned and not deployed Soldiers: Since 2001, *lower* percentages consider the following as most important to enhancing the quality of Army Life:**
- Library and Information Services (66.5% in 2001, 61.2% in 2004/5)
 - Child Development Services (58.2% in 2001, 52.6% in 2004/5)
 - Youth Services (45.8% in 2001, 41.6% in 2004/5)



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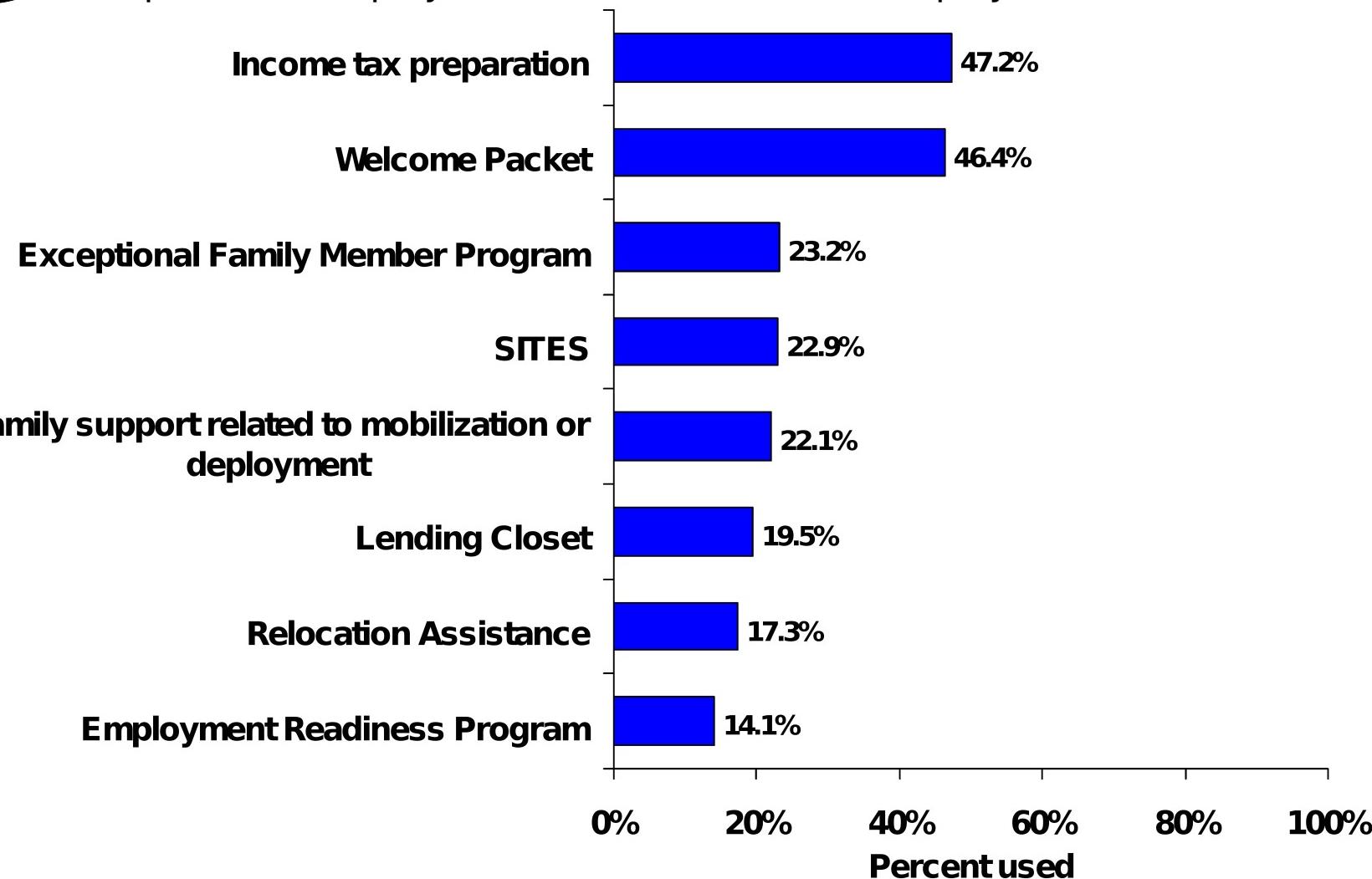
12. Spouses of not deployed Soldiers: Spouses usually find out about Army programs and services through:

- Friends and neighbors (53.4%)
- Post newspaper (50.1%)
- Bulletin boards on post (25.5%)
- Fliers (20.4%)
- MWR publications (18.5%)



Indicate whether you have USED these Army Community Service (ACS) programs or services DURING THE LAST 2 YEARS.

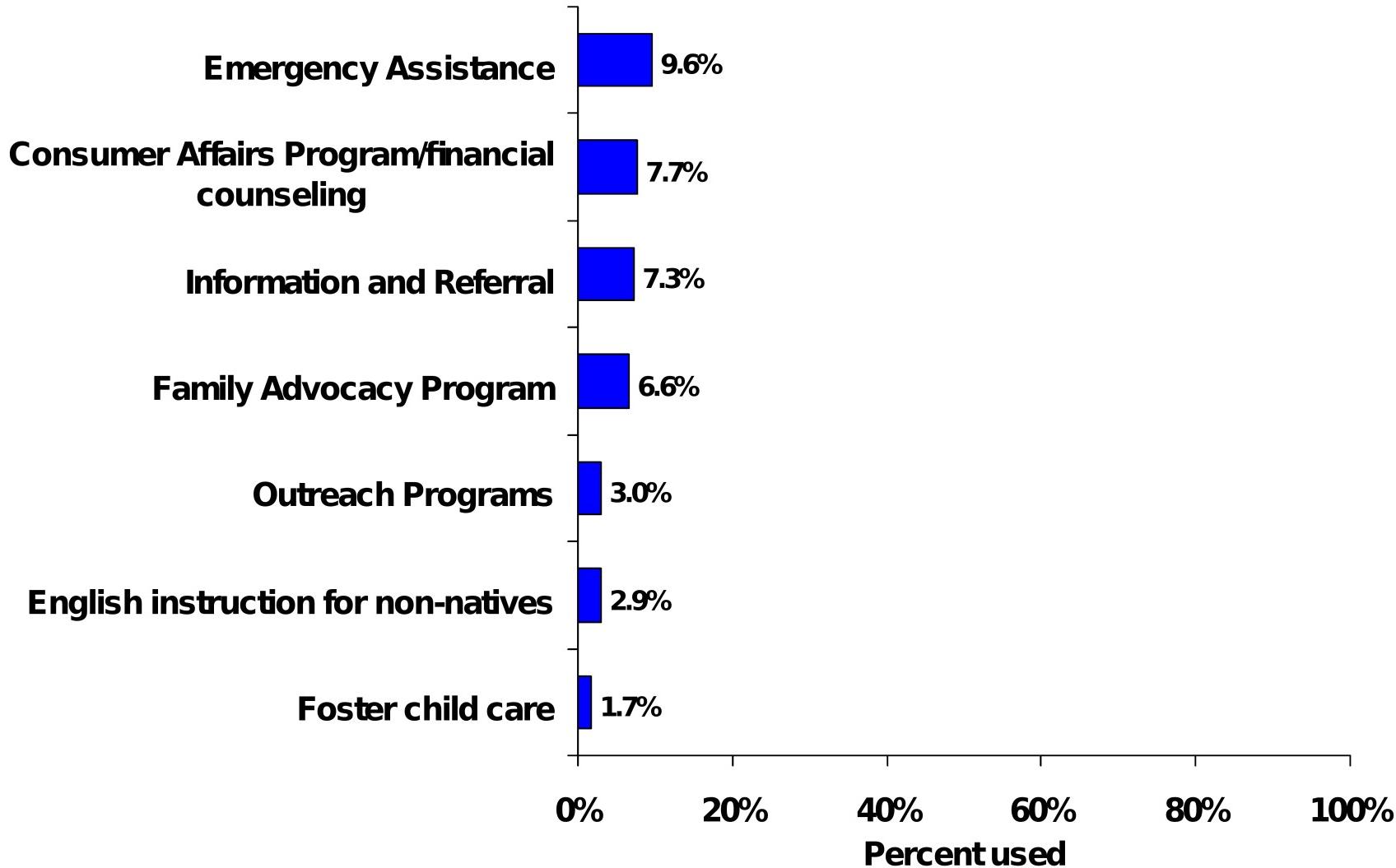
Spouses of deployed and returned and not deployed Soldiers





Indicate whether you have USED these Army Community Service (ACS) programs or services DURING THE LAST 2 YEARS. (Continued)

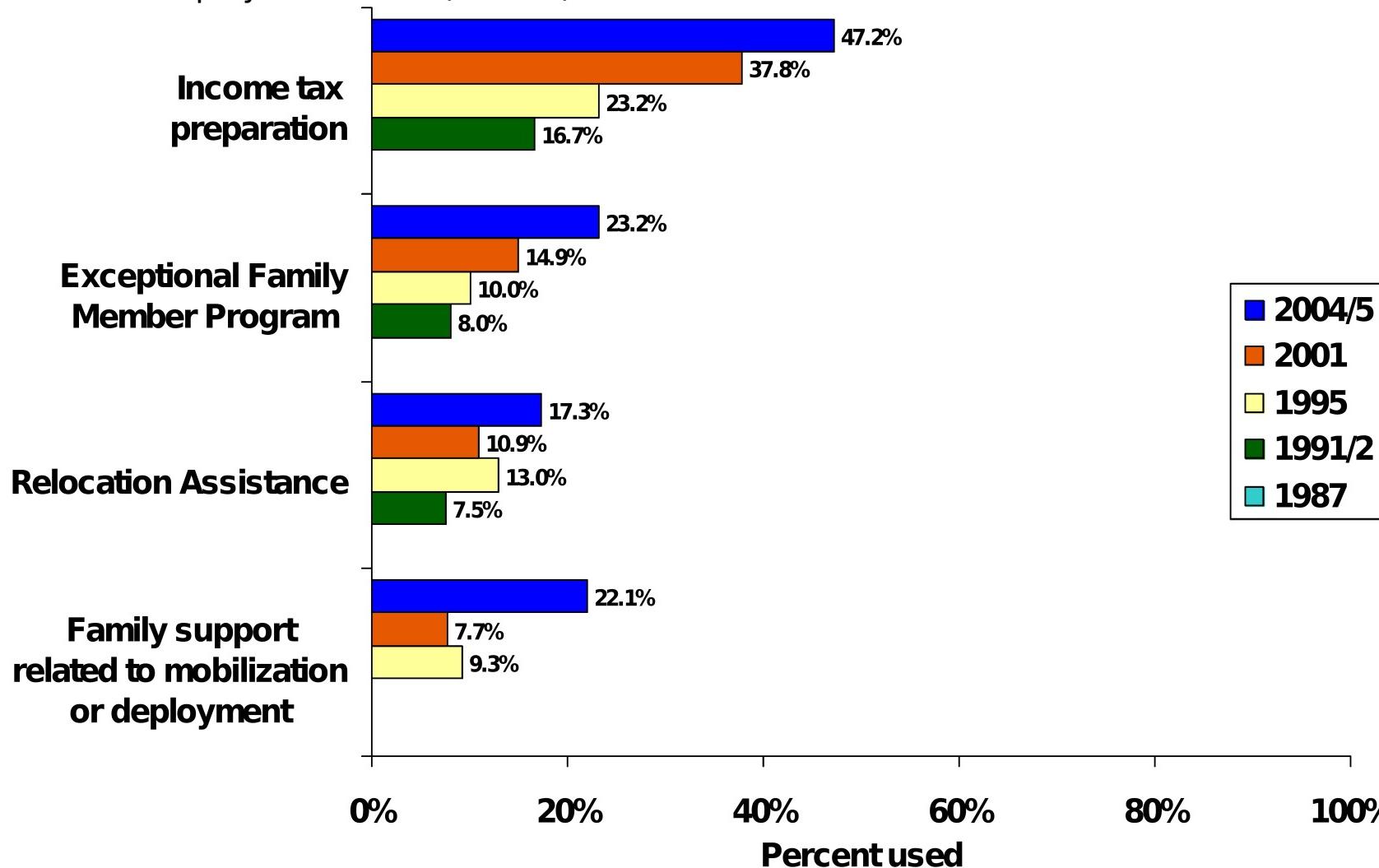
Spouses of deployed and returned and not deployed Soldiers





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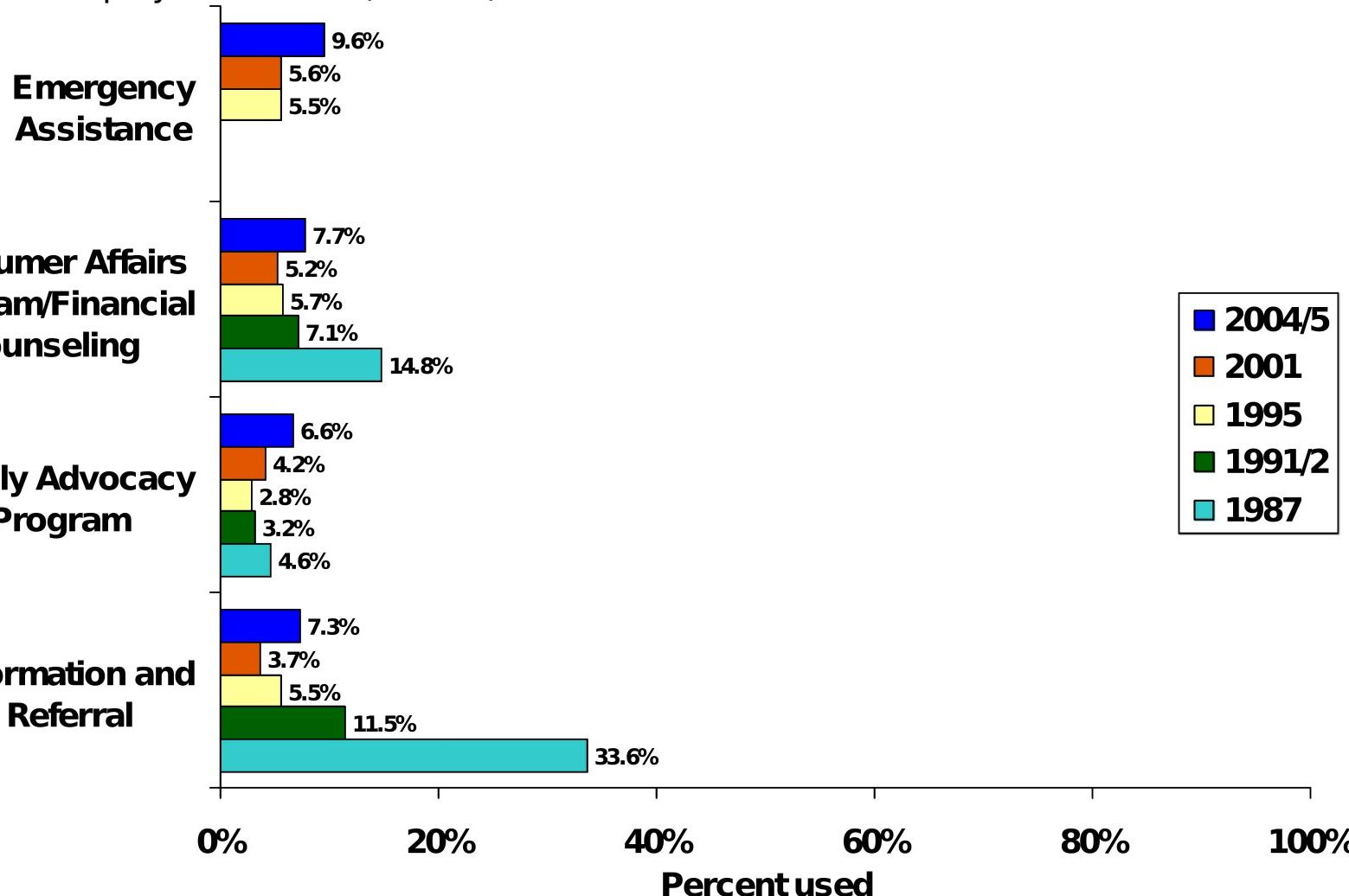
All spouses (1987, 1991/2, 1995, 2001); spouses of deployed and returned and not deployed Soldiers (2004/5)





Indicate whether you have used these Army Community Service (ACS) programs or services DURING THE LAST 2 YEARS. (Continued)

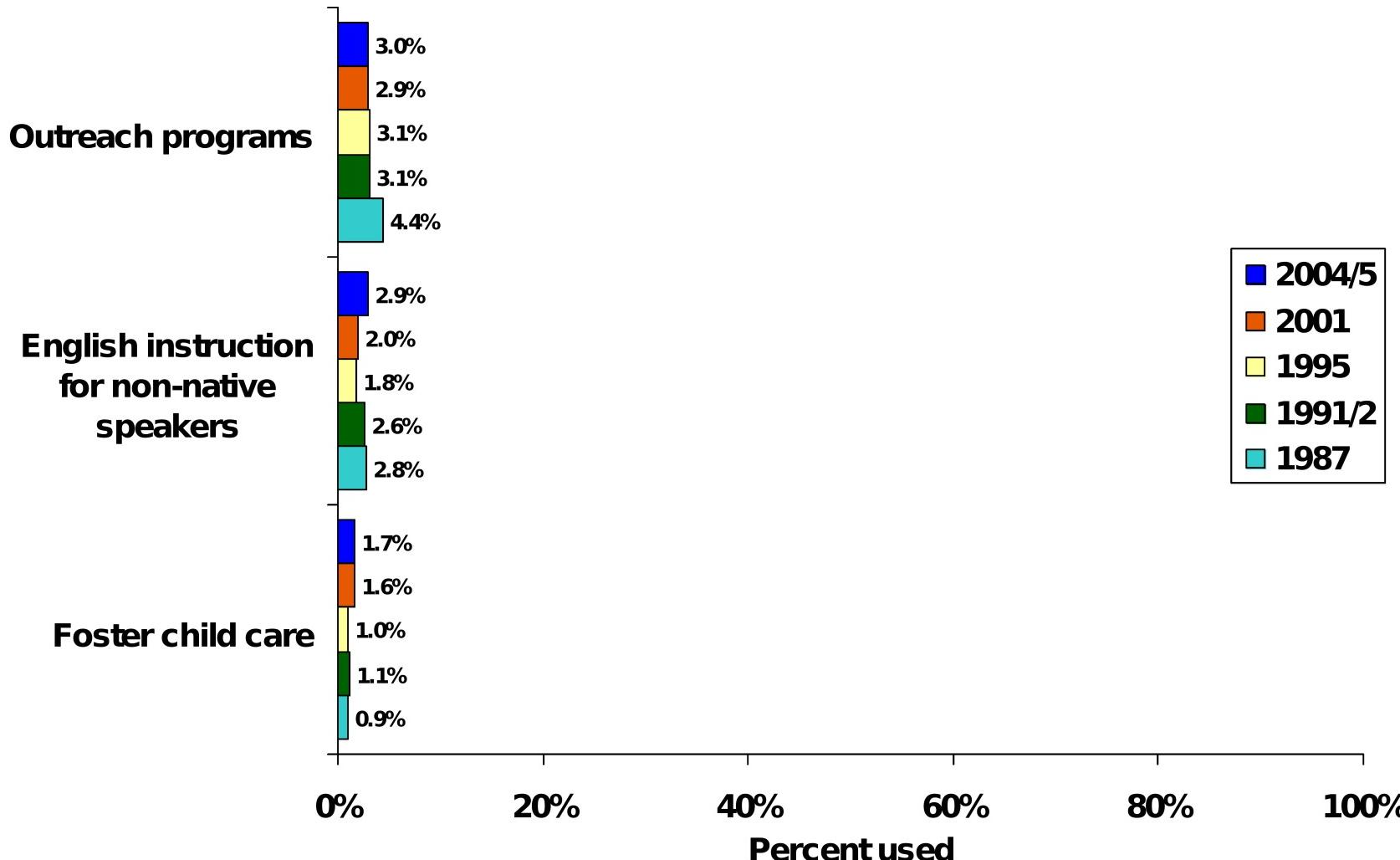
All spouses (1987, 1991/2, 1995, 2001); spouses of deployed and returned and not deployed Soldiers (2004/5)





Indicate whether you have used these Army Community Service (ACS) programs or services DURING THE LAST 2 YEARS. (Continued)

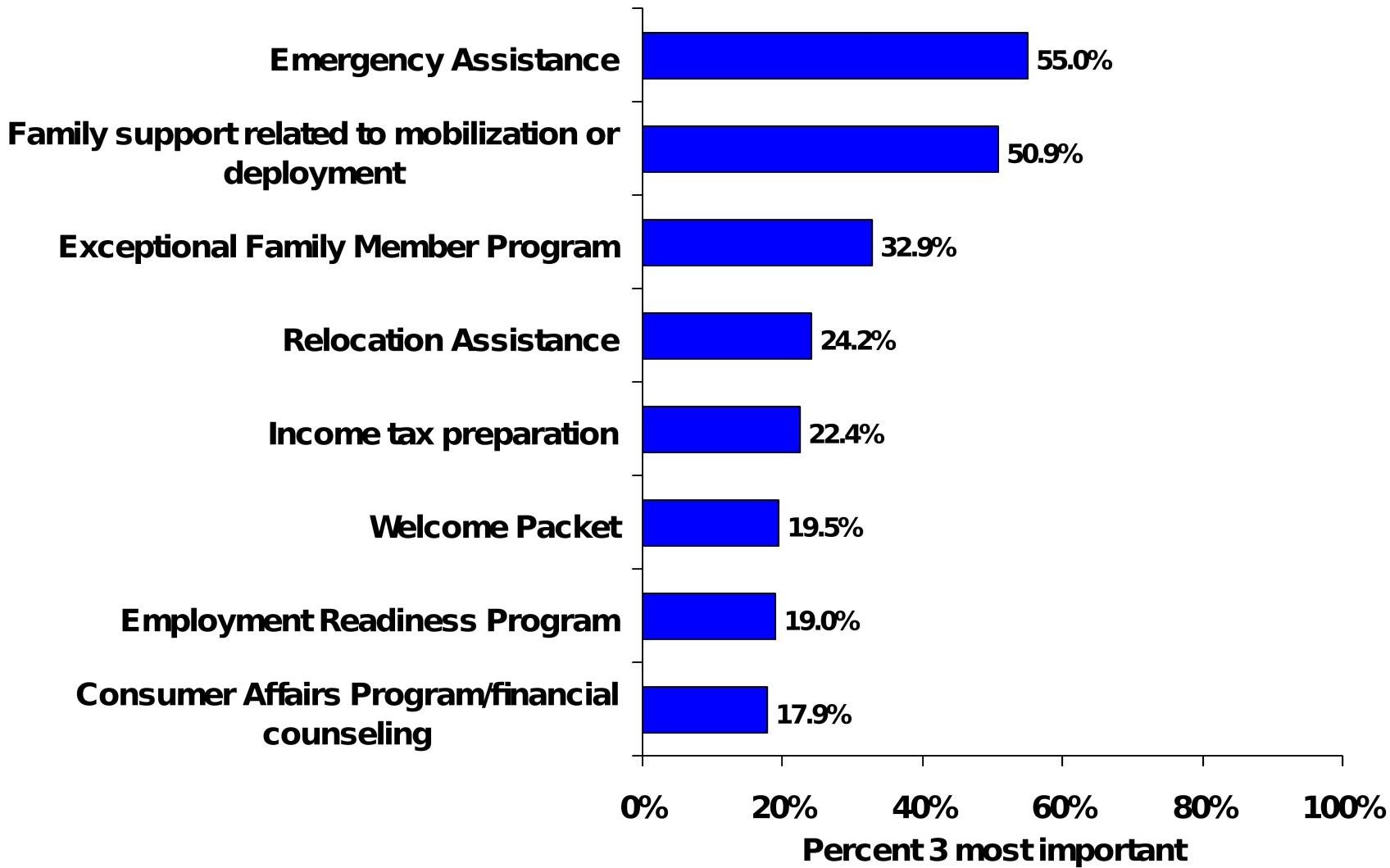
All spouses (1987, 1991/2, 1995, 2001); spouses of deployed and returned and not deployed Soldiers (2004/5)





Indicate which THREE ACS programs and services you consider to be the MOST IMPORTANT (regardless of whether you have used them during the past 2 years).

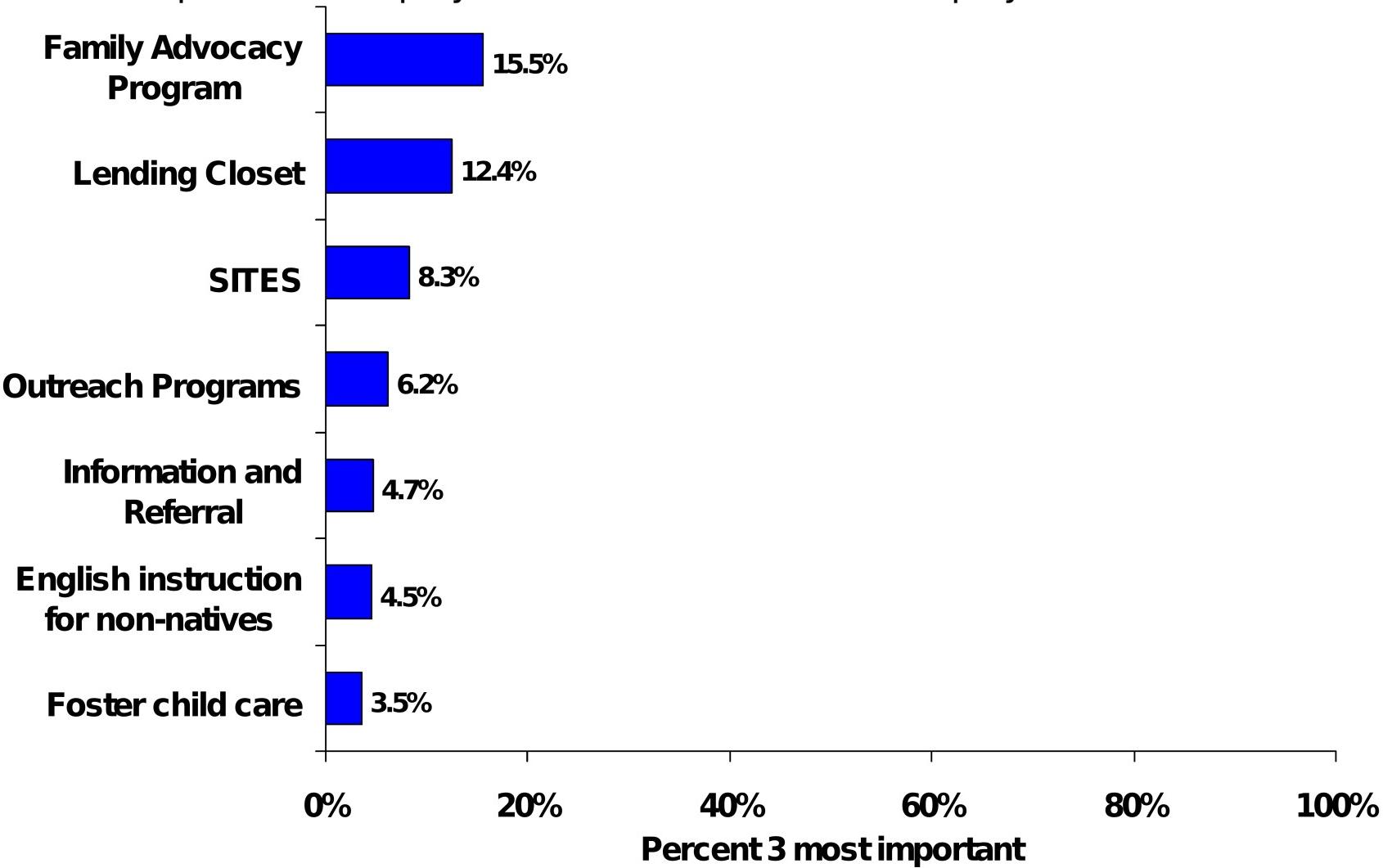
Spouses of deployed and returned and not deployed Soldiers





**Indicate which THREE ACS programs and services you consider to be the MOST IMPORTANT (regardless of whether you have used them during the past 2 years).
(Continued)**

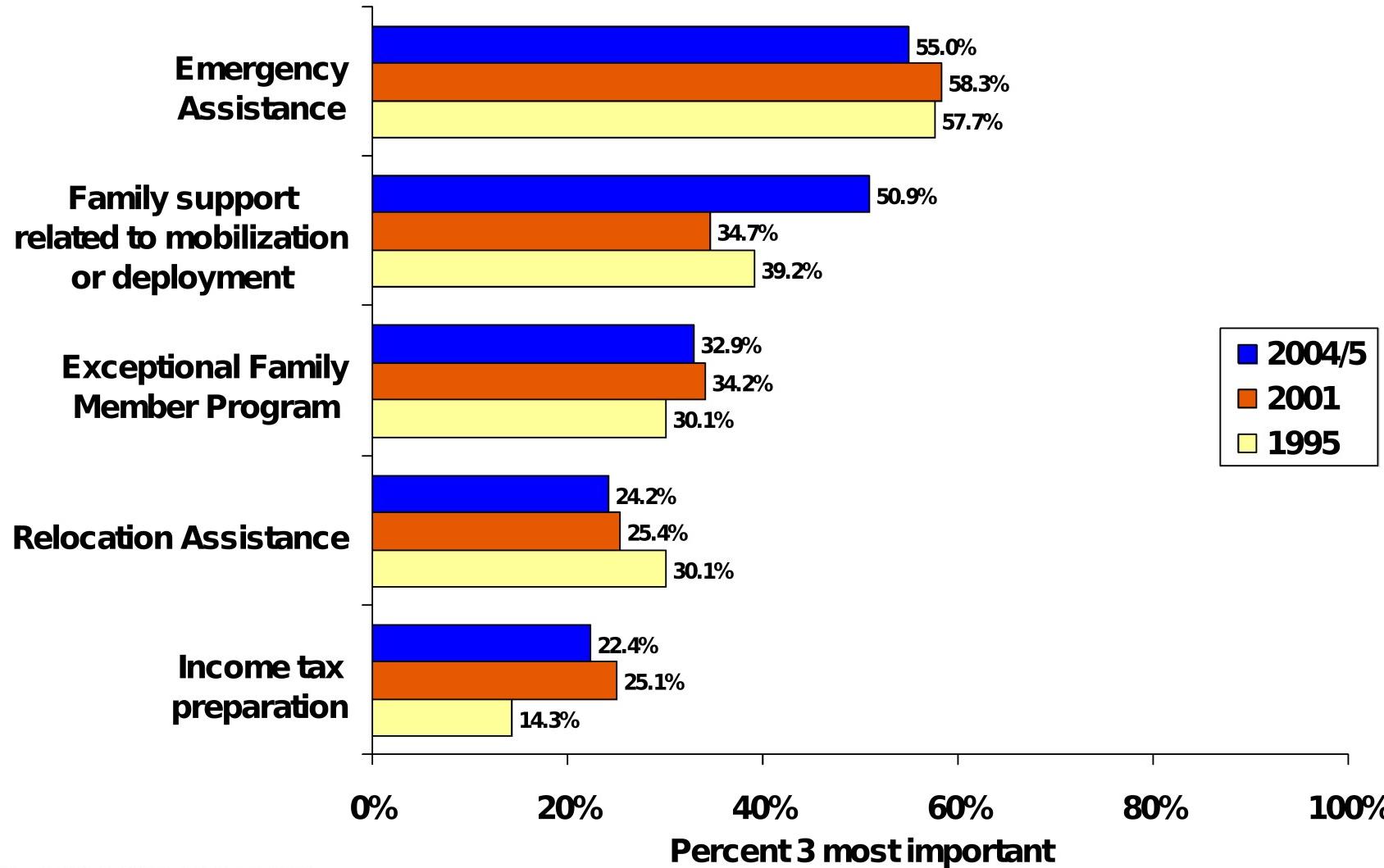
Spouses of deployed and returned and not deployed Soldiers





Indicate which THREE ACS programs and services you consider to be the MOST IMPORTANT (regardless of whether you have used them during the past 2 years).

All spouses (1995, 2001); spouses of deployed and returned and not deployed Soldiers (2004/5)



2004/5 SE +/- 1% (Q74B2,4,7,9,13_011)

2001 SE +/- 1%

1995 SE +/- 1%

Other MWR Programs/Installation Services - Slide 13-17

May 2006

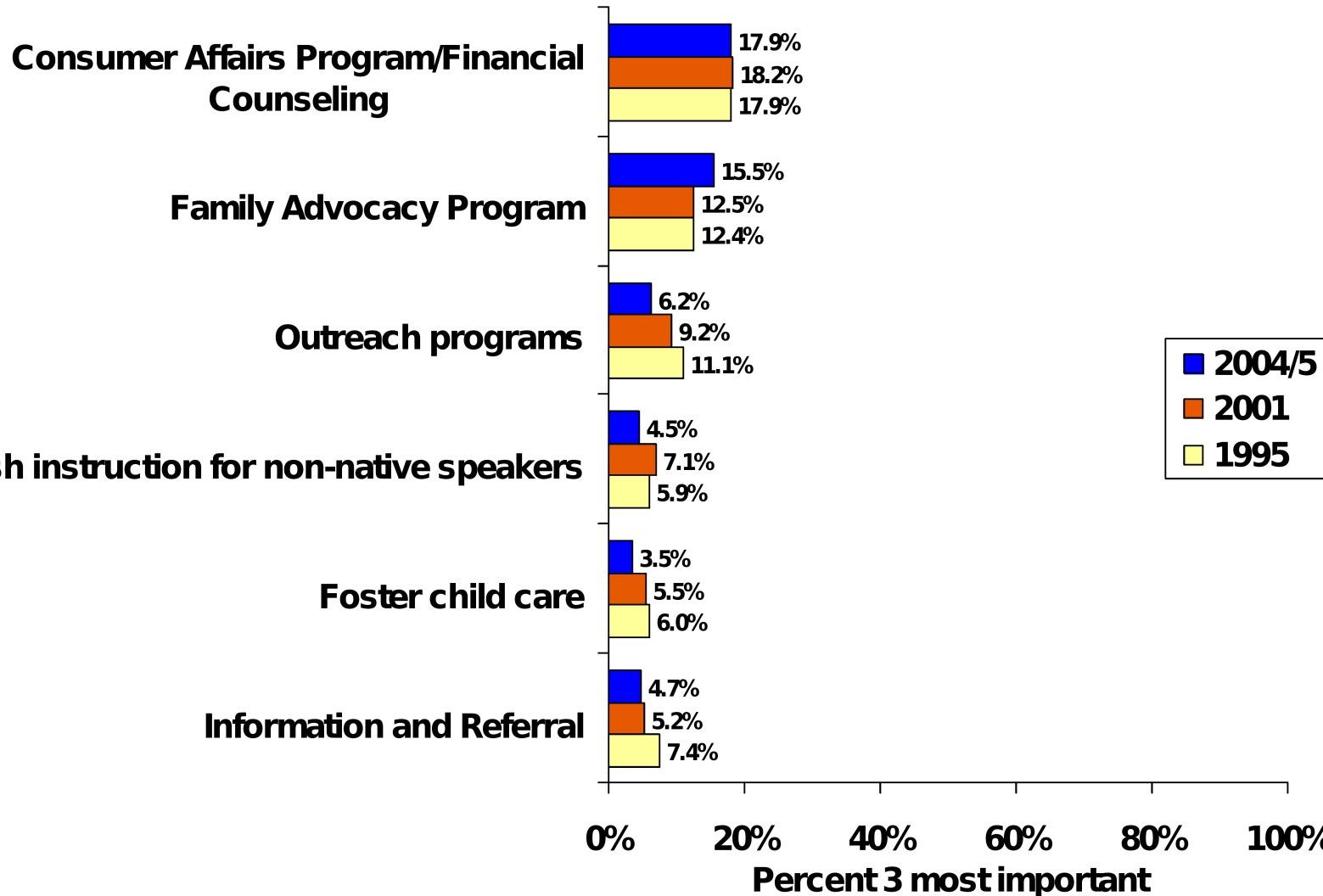
2004/5 Survey of Army Families V

U.S. Army Community and Family Support



Indicate which THREE ACS programs and services you consider to be the MOST IMPORTANT (regardless of whether you have used them during the past 2 years). (Continued)

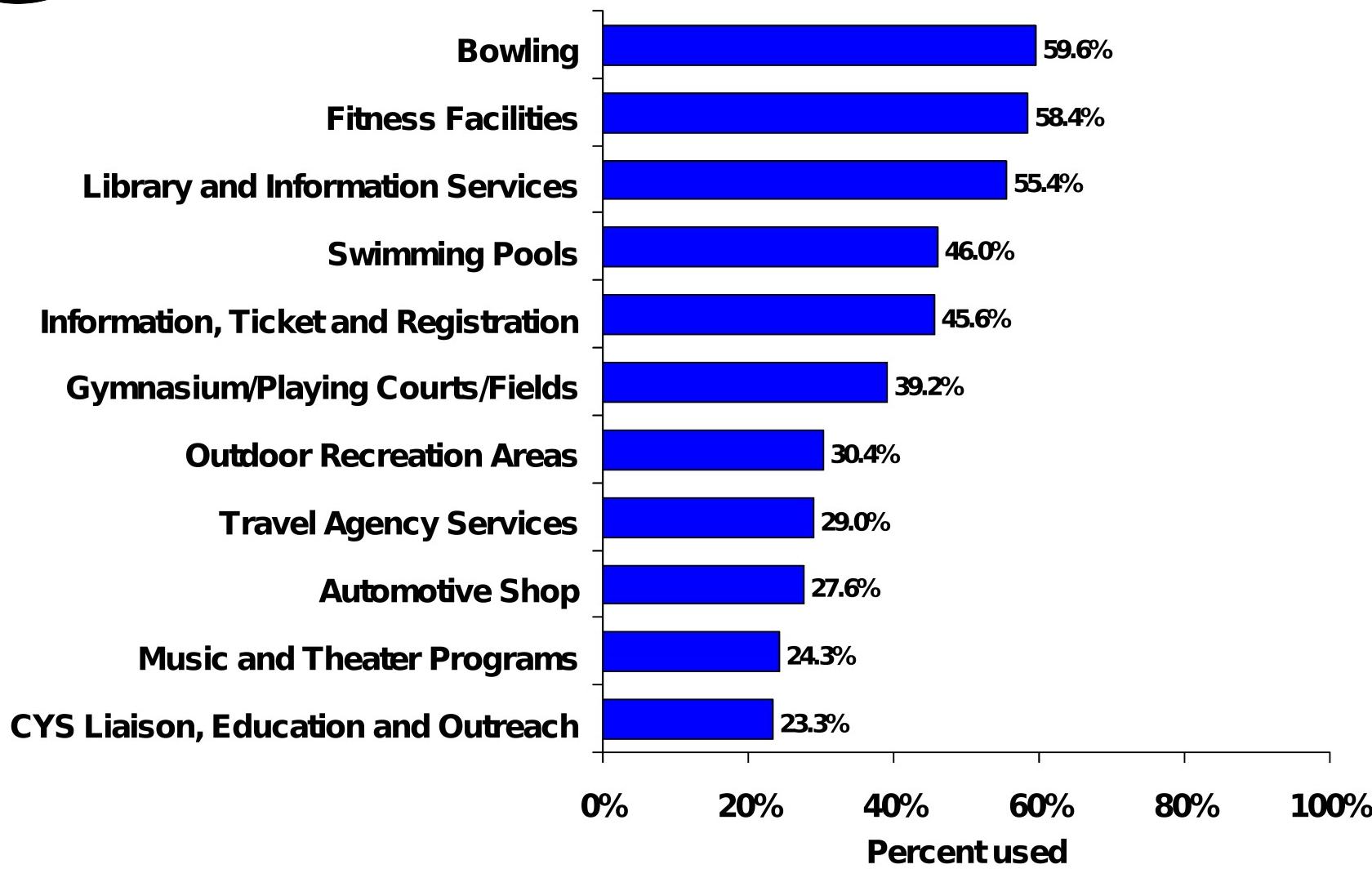
All spouses (1995, 2001); spouses of deployed and returned and not deployed Soldiers (2004/5)





Indicate whether you have used these morale, welfare and recreation (MWR) programs or services within the last 2 years.

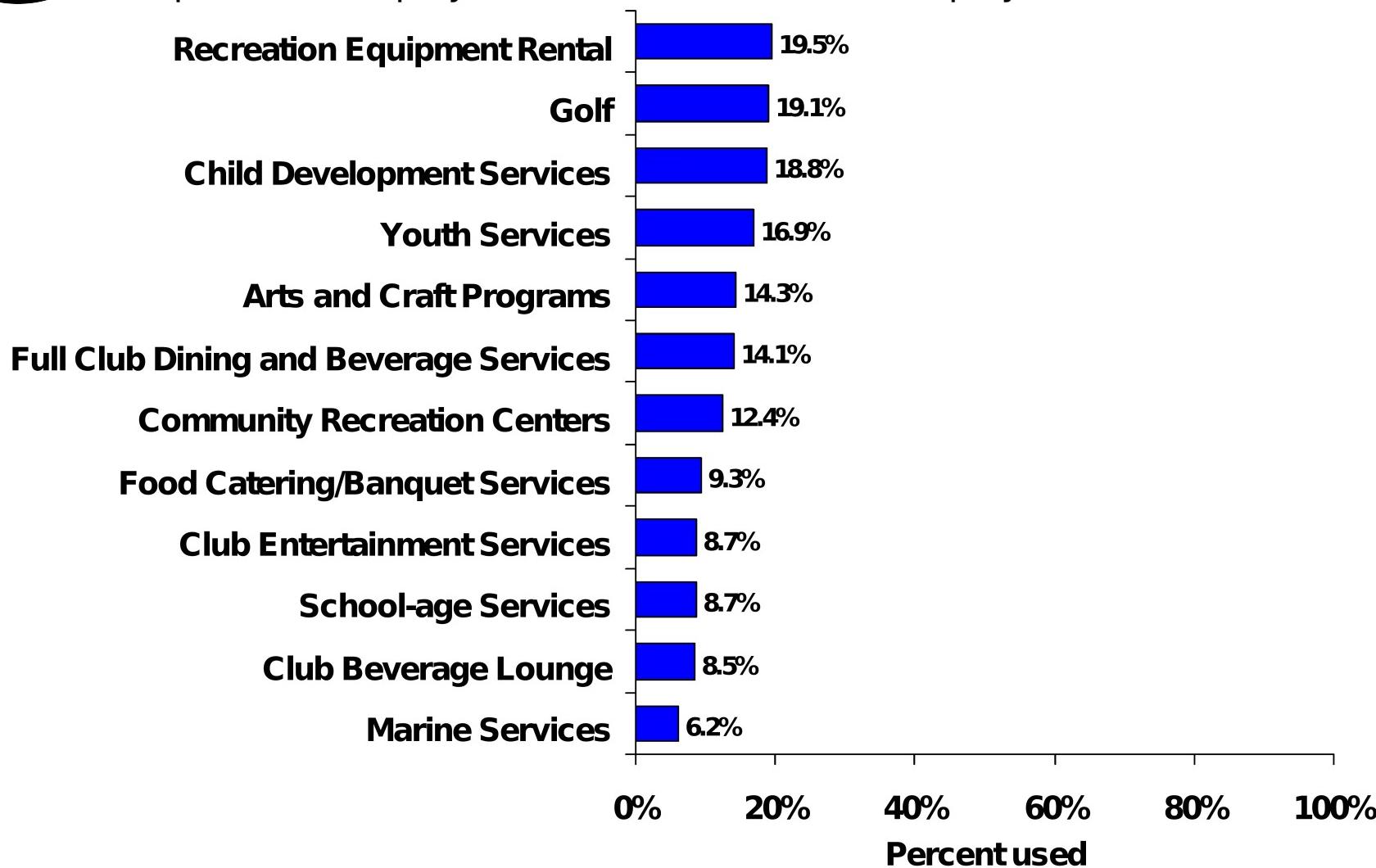
Spouses of deployed and returned and not deployed Soldiers





Indicate whether you have used these morale, welfare and recreation (MWR) programs or services within the last 2 years. (Continued)

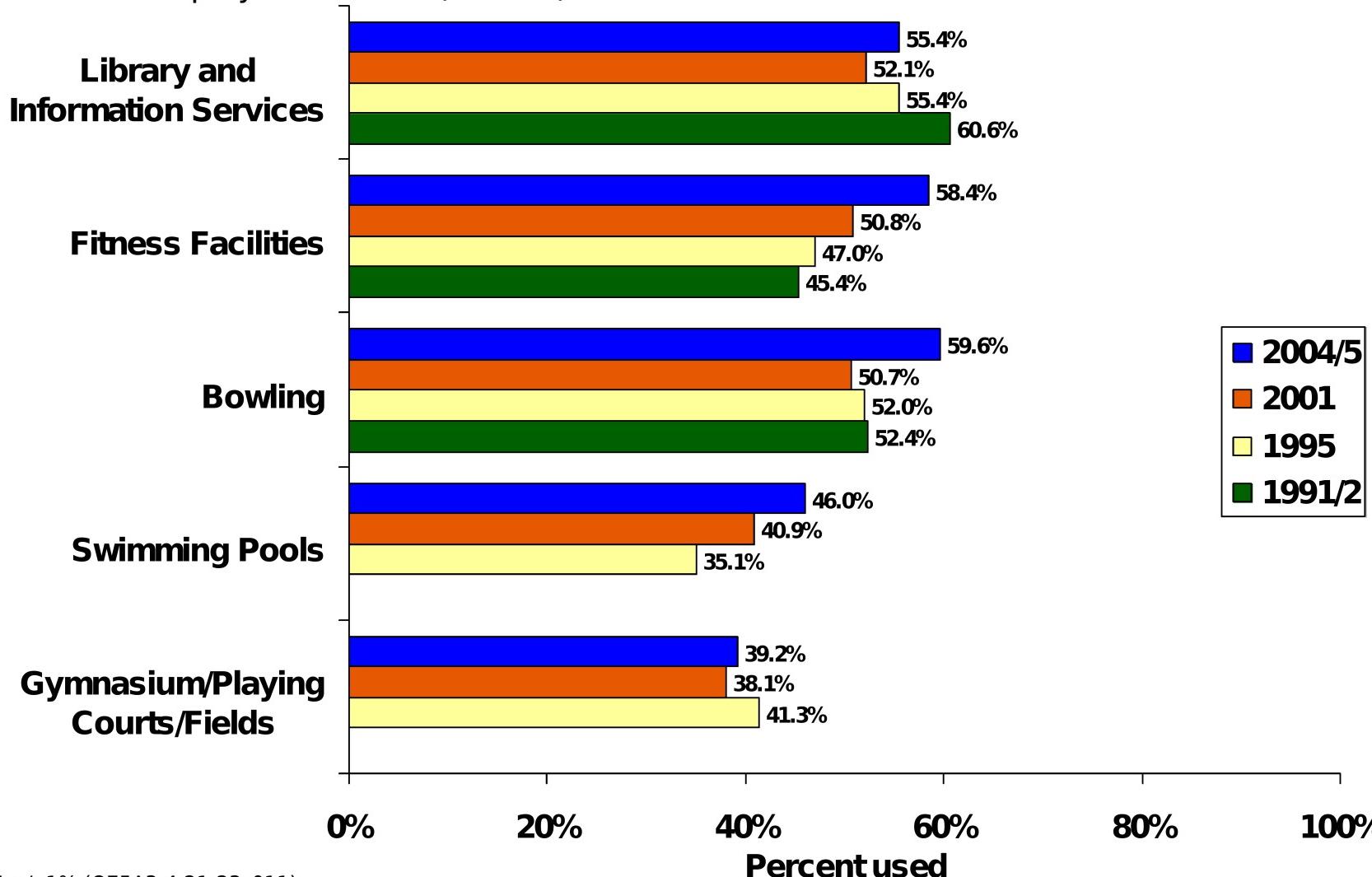
Spouses of deployed and returned and not deployed Soldiers





Indicate whether you have used these morale, welfare and recreation (MWR) programs or services within the last 2 years.

All spouses (1991/2, 1995, 2001); spouses of deployed and returned and not deployed Soldiers (2004/5)



2004/5 SE +/- 1% (Q75A3-4,21-23_011)

2001 SE +/- 1%

1995 SE +/- 1%

Other MWR Programs/Installation Services - Slide 13-21

May 2006

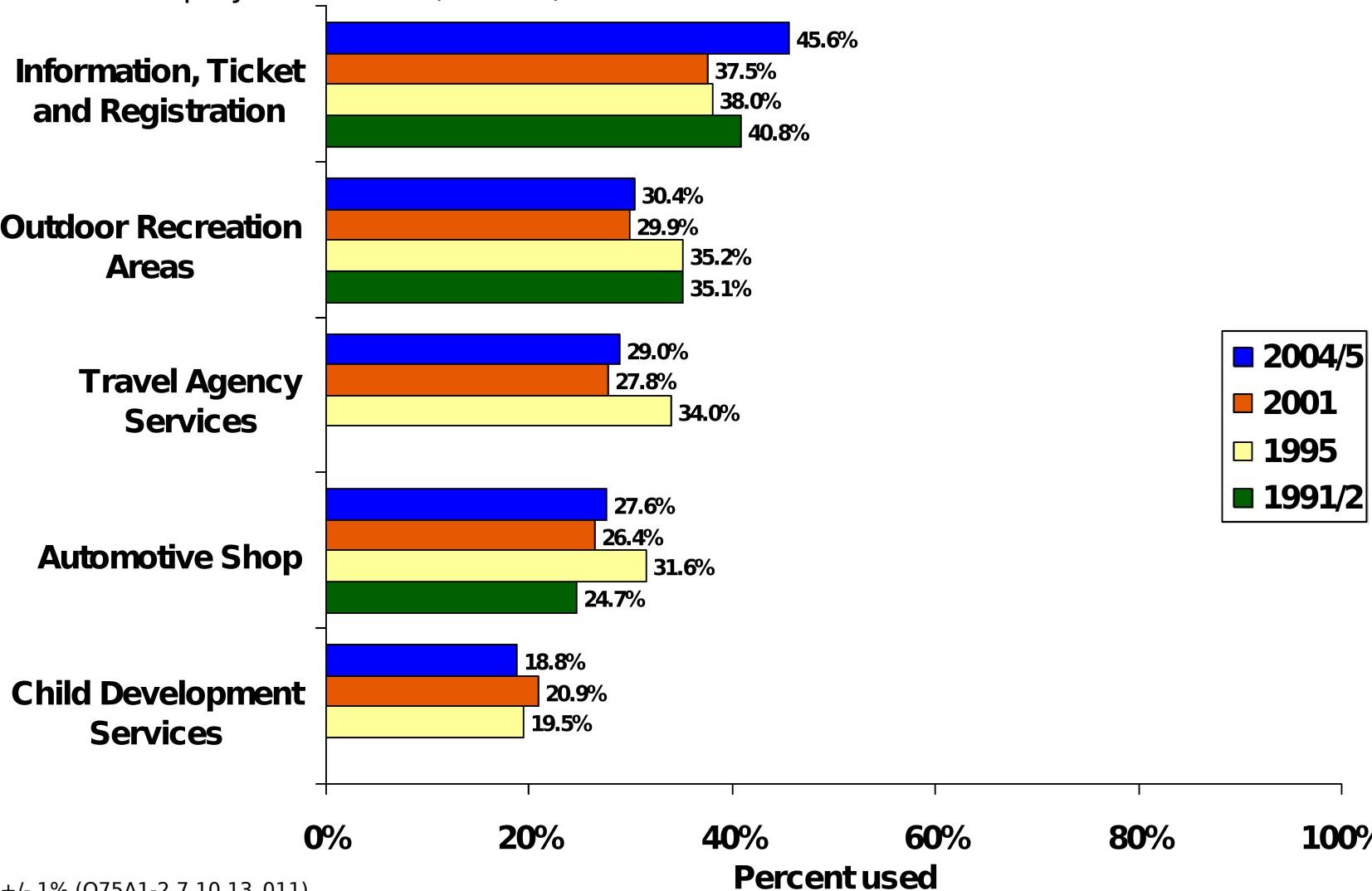
2004/5 Survey of Army Families V

U.S. Army Community and Family Support



Indicate whether you have used these morale, welfare and recreation (MWR) programs or services within the last 2 years. (Continued)

All spouses (1991/2, 1995, 2001); spouses of deployed and returned and not deployed Soldiers (2004/5)



2004/5 SE +/- 1% (Q75A1-2,7,10,13_011)

2001 SE +/- 1%

1995 SE +/- 1%

Other MWR Programs/Installation Services - Slide 13-22

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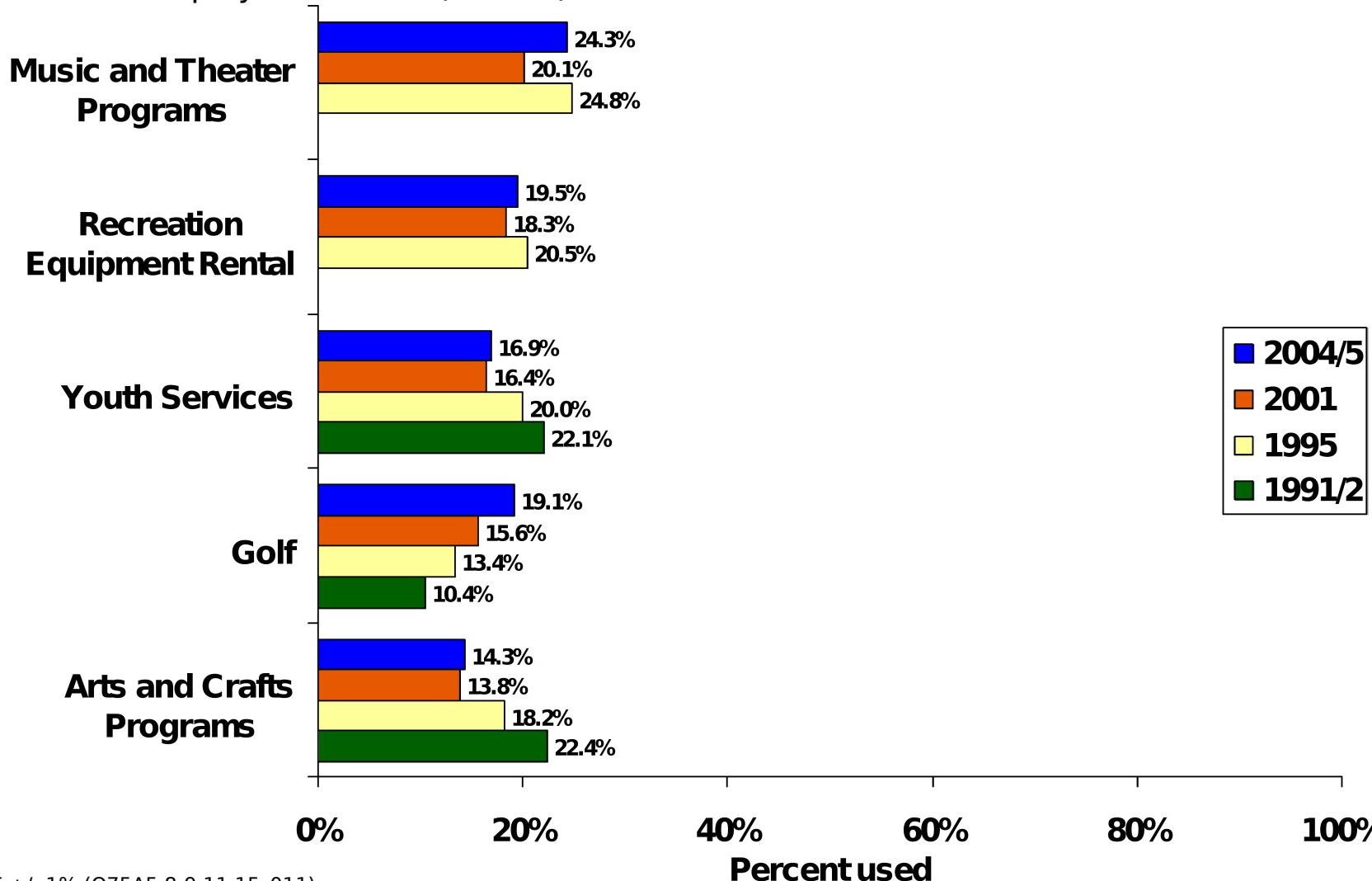
2004/5 Survey of Army Families V

U.S. Army Community and Family Support



Indicate whether you have used these morale, welfare and recreation (MWR) programs or services within the last 2 years. (Continued)

All spouses (1991/2, 1995, 2001); spouses of deployed and returned and not deployed Soldiers (2004/5)



2004/5 SE +/- 1% (Q75A5,8-9,11,15_011)

2001 SE +/- 1%

1995 SE +/- 1%

Other MWR Programs/Installation Services - Slide 13-23

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2004/5 Survey of Army Families V

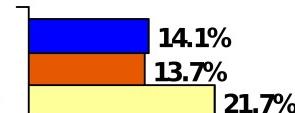
U.S. Army Community and Family Support



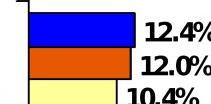
Indicate whether you have used these morale, welfare and recreation (MWR) programs or services within the last 2 years. (Continued)

All spouses (1991/2, 1995, 2001); spouses of deployed and returned and not deployed Soldiers (2004/5)

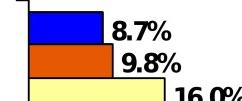
Full Club Dining and Beverage Services



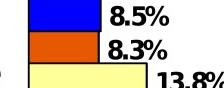
Community Recreation Centers



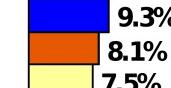
Club Entertainment Services



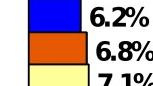
Club Beverage Lounge



Food Catering/Banquet Services



Marine Services



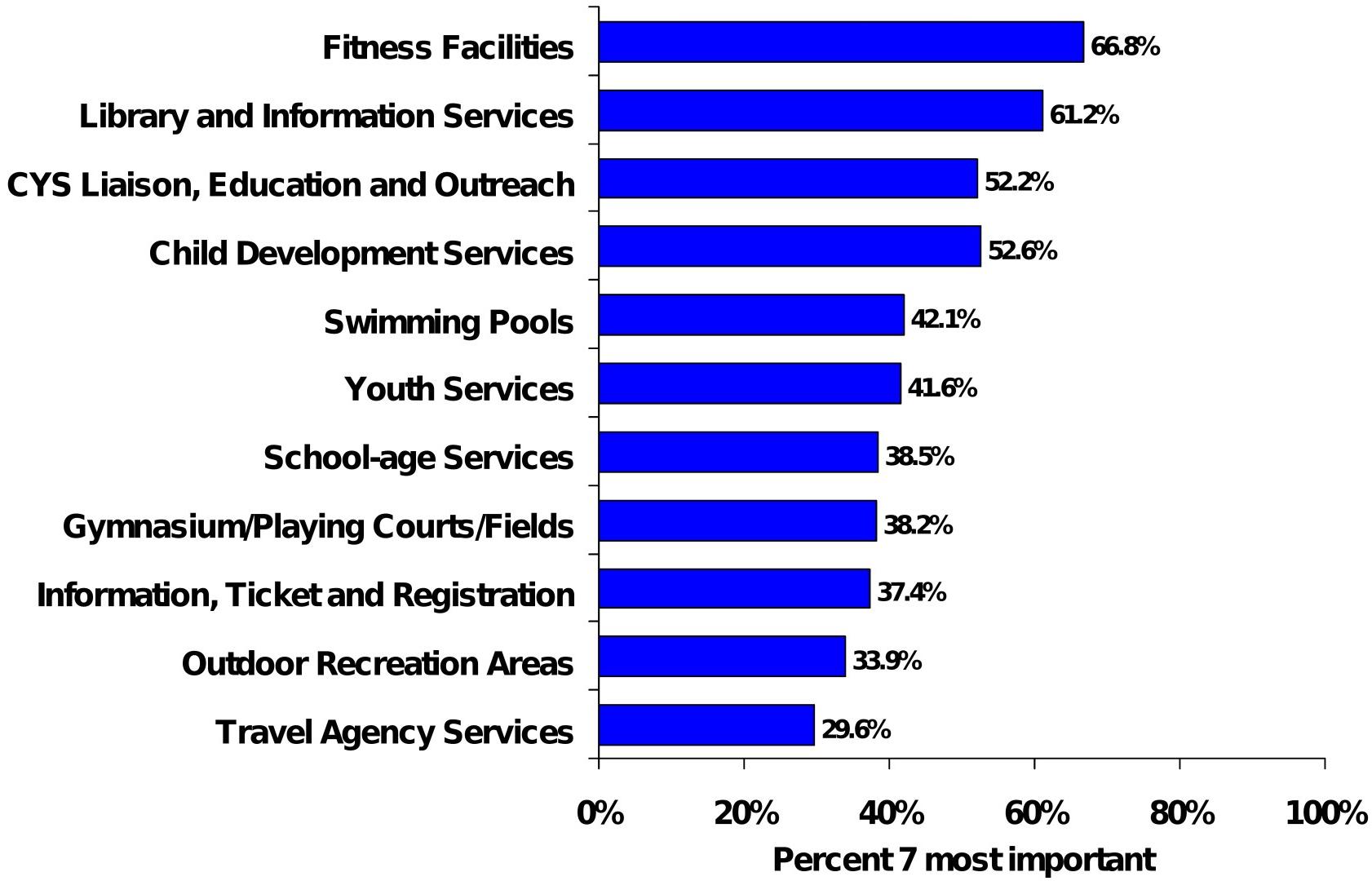
■ 2004/5
■ 2001
■ 1995
■ 1991/2

0% 20% 40% 60% 80% 100%
Percent used



(Regardless of your use or their availability at your current installation) select the 7 categories of MWR programs, activities, and services you feel are MOST important in enhancing the quality of Army life.

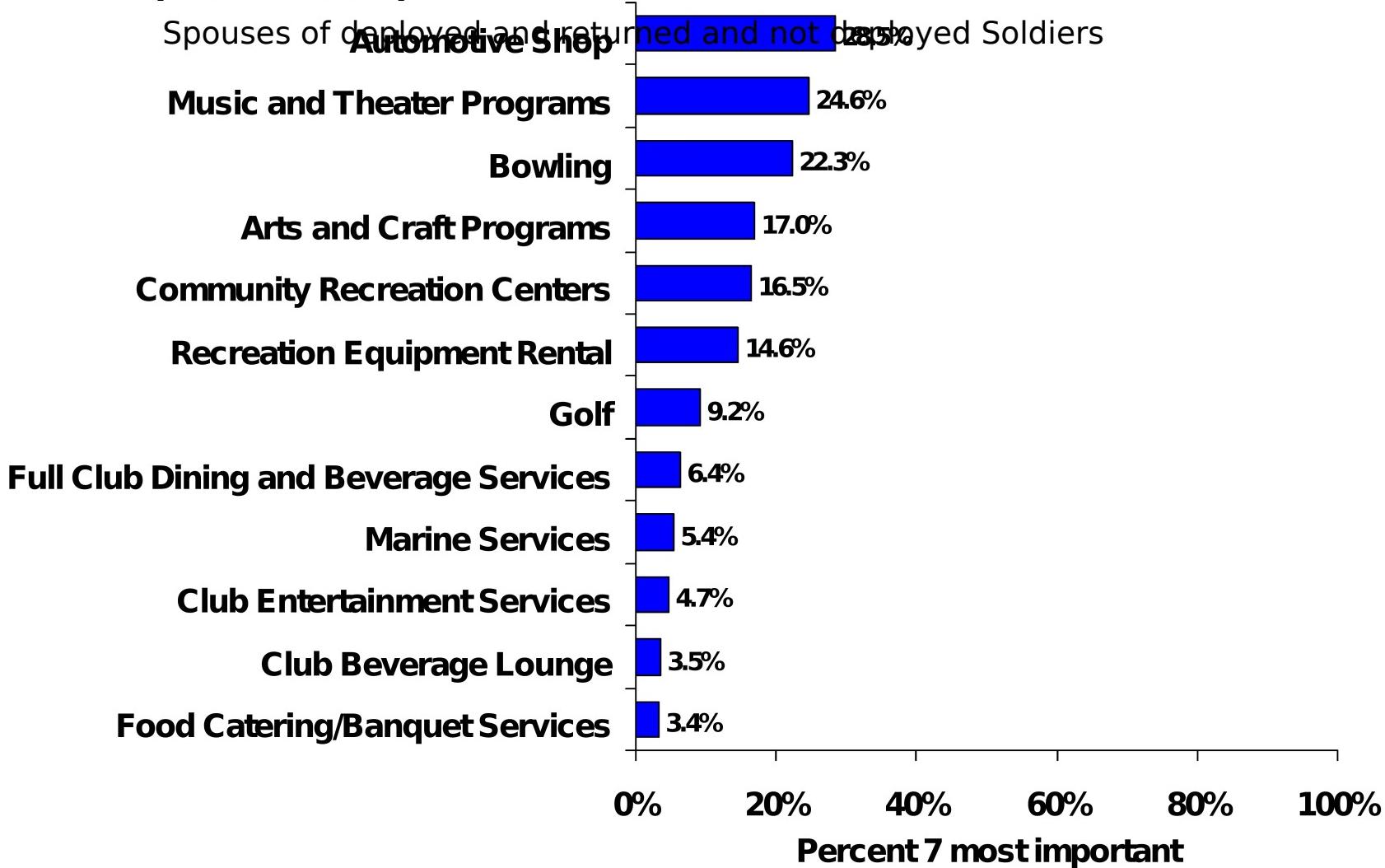
Spouses of deployed and returned and not deployed Soldiers





(Regardless of your use or their availability at your current installation) select the 7 categories of MWR programs, activities, and services you feel are MOST important in enhancing the quality of Army life.

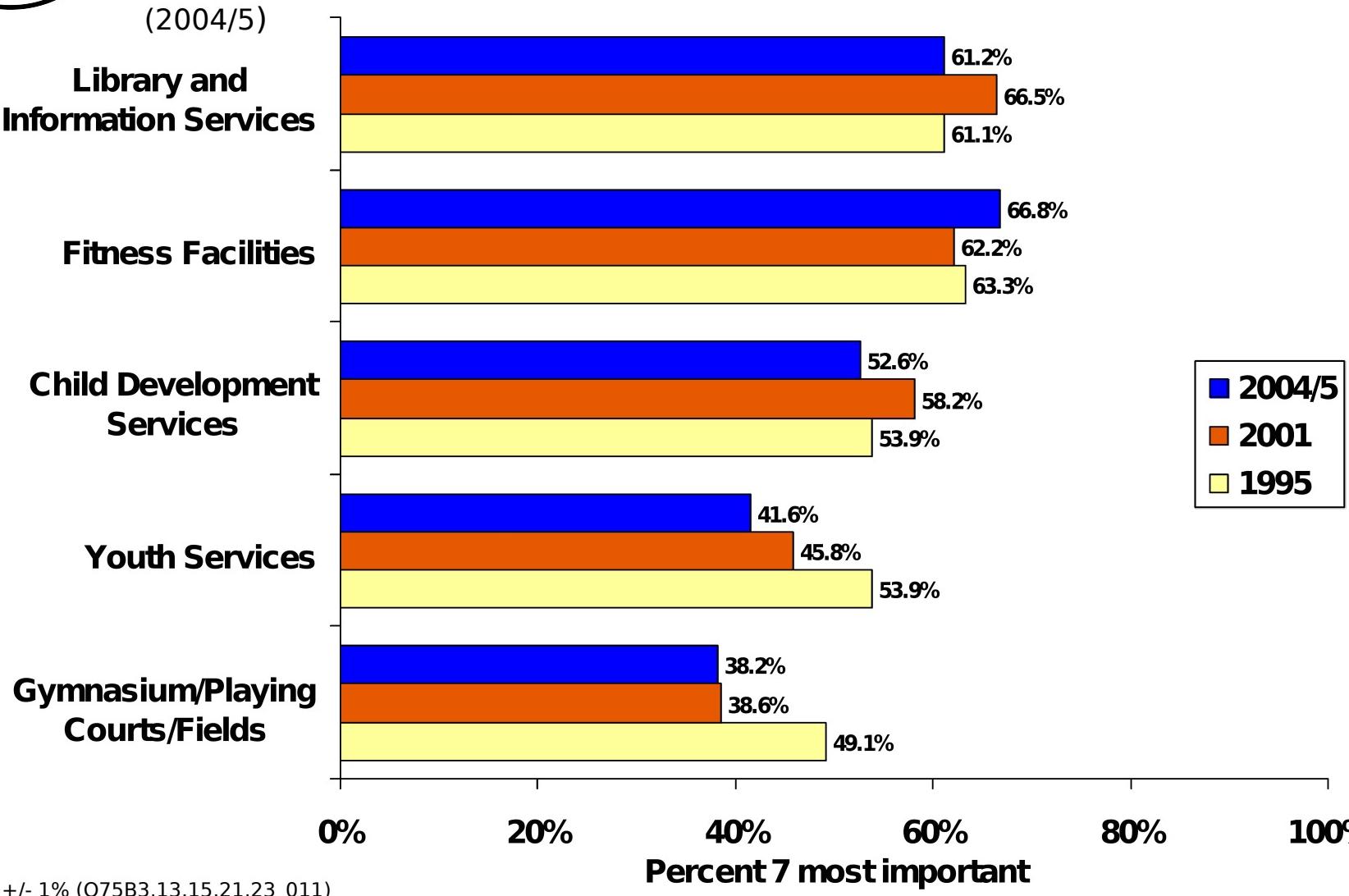
(Continued)





(Regardless of your use or their availability at your current installation) select the 7 categories of MWR programs, activities, and services you feel are MOST important in enhancing the quality of Army life.

All spouses (1995, 2001); spouses of deployed and returned and not deployed Soldiers



2004/5 SE +/- 1% (Q75B3,13,15,21,23_011)

2001 SE +/- 1%

1995 SE +/- 1%

Other MWR Programs/Installation Services - Slide 13-27

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2004/5 Survey of Army Families V

U.S. Army Community and Family Support

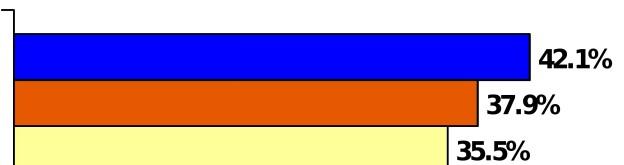


(Regardless of your use or their availability at your current installation) select the 7 categories of MWR programs, activities, and services you feel are MOST important in enhancing the quality of Army life. (Continued)

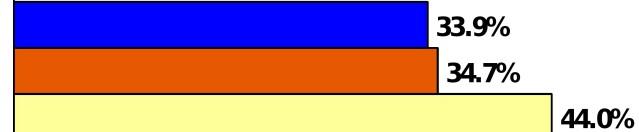
All spouses (1995, 2001); spouses of deployed and returned and not deployed Soldiers

(2004/5)

Swimming Pools



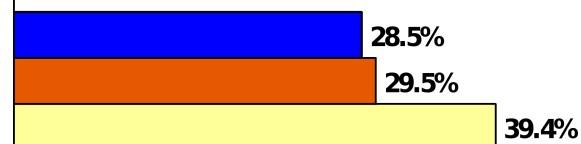
Outdoor Recreation Areas



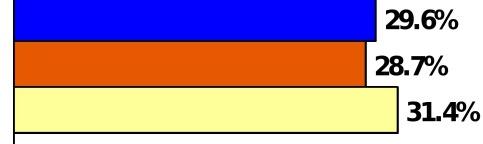
Information, Ticket and Registration



Automotive Shop



Travel Agency Services



Legend:

- 2004/5
- 2001
- 1995

0% 20% 40% 60% 80% 100%

Percent 7 most important

2004/5 SE +/- 1% (Q75B1-2,7,10,22_011)

2001 SE +/- 1%

1995 SE +/- 1%

Other MWR Programs/Installation Services - Slide 13-28

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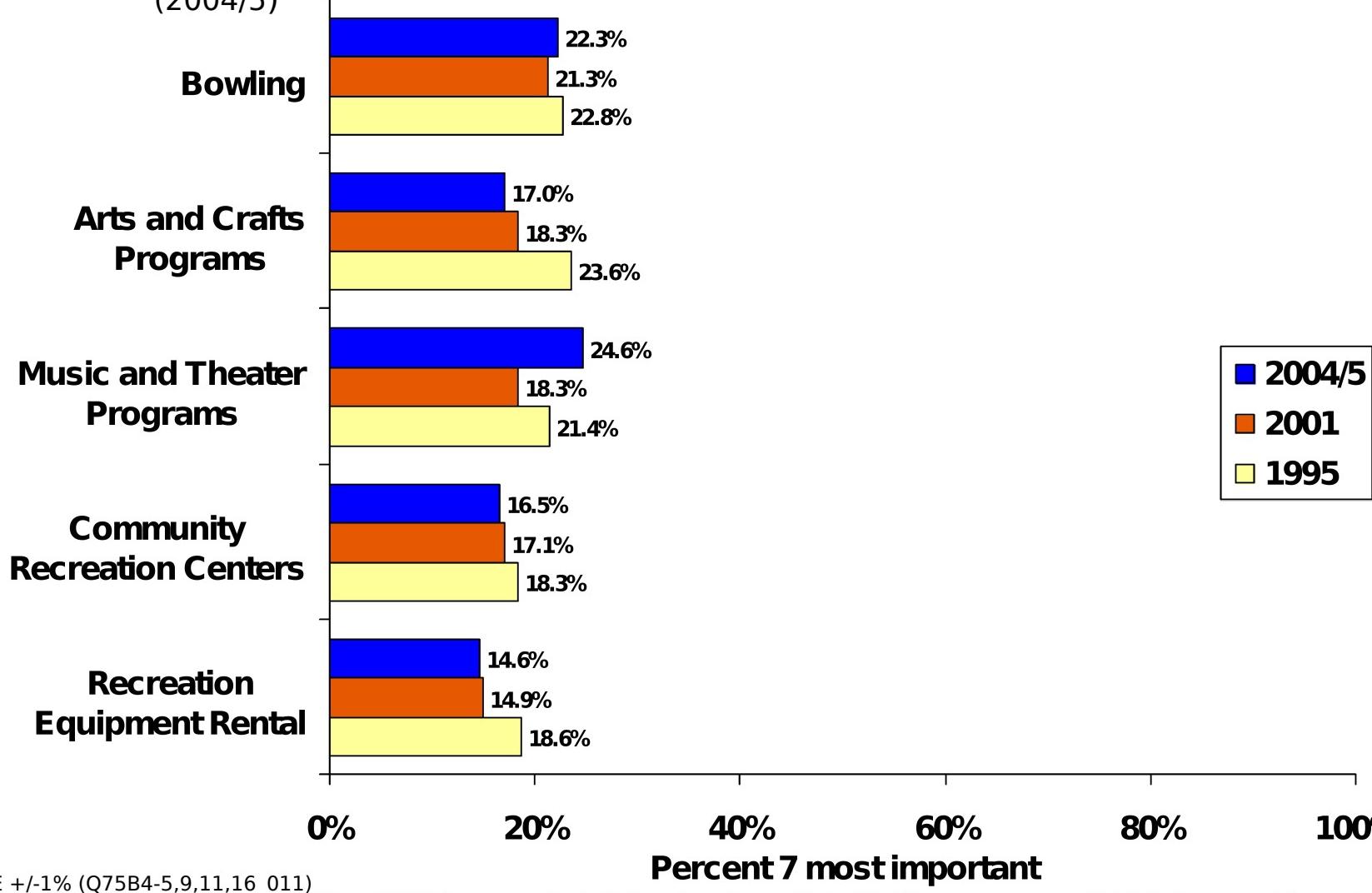
U.S. Army Community and Family Support



(Regardless of your use or their availability at your current installation) select the 7 categories of MWR programs, activities, and services you feel are MOST important in enhancing the quality of Army life. (Continued)

All spouses (1995, 2001); spouses of deployed and returned and not deployed Soldiers

(2004/5)



2004/5 SE +/-1% (Q75B4-5,9,11,16_011)

2001 SE +/-1%

1995 SE +/- 1%

Other MWR Programs/Installation Services - Slide 13-29

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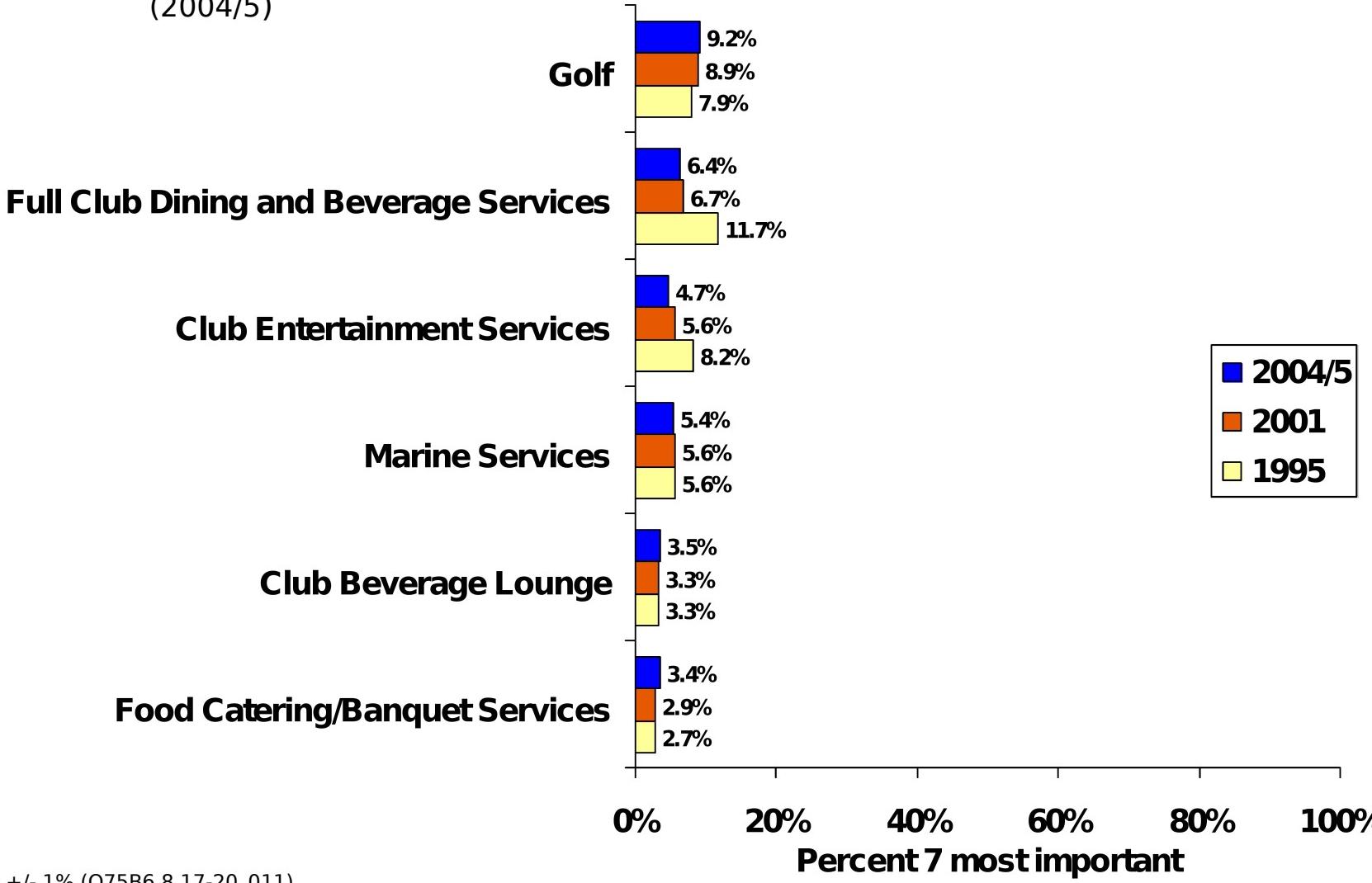
2004/5 Survey of Army Families V

U.S. Army Community and Family Support



(Regardless of your use or their availability at your current installation) select the 7 categories of MWR programs, activities, and services you feel are MOST important in enhancing the quality of Army life. (Continued)

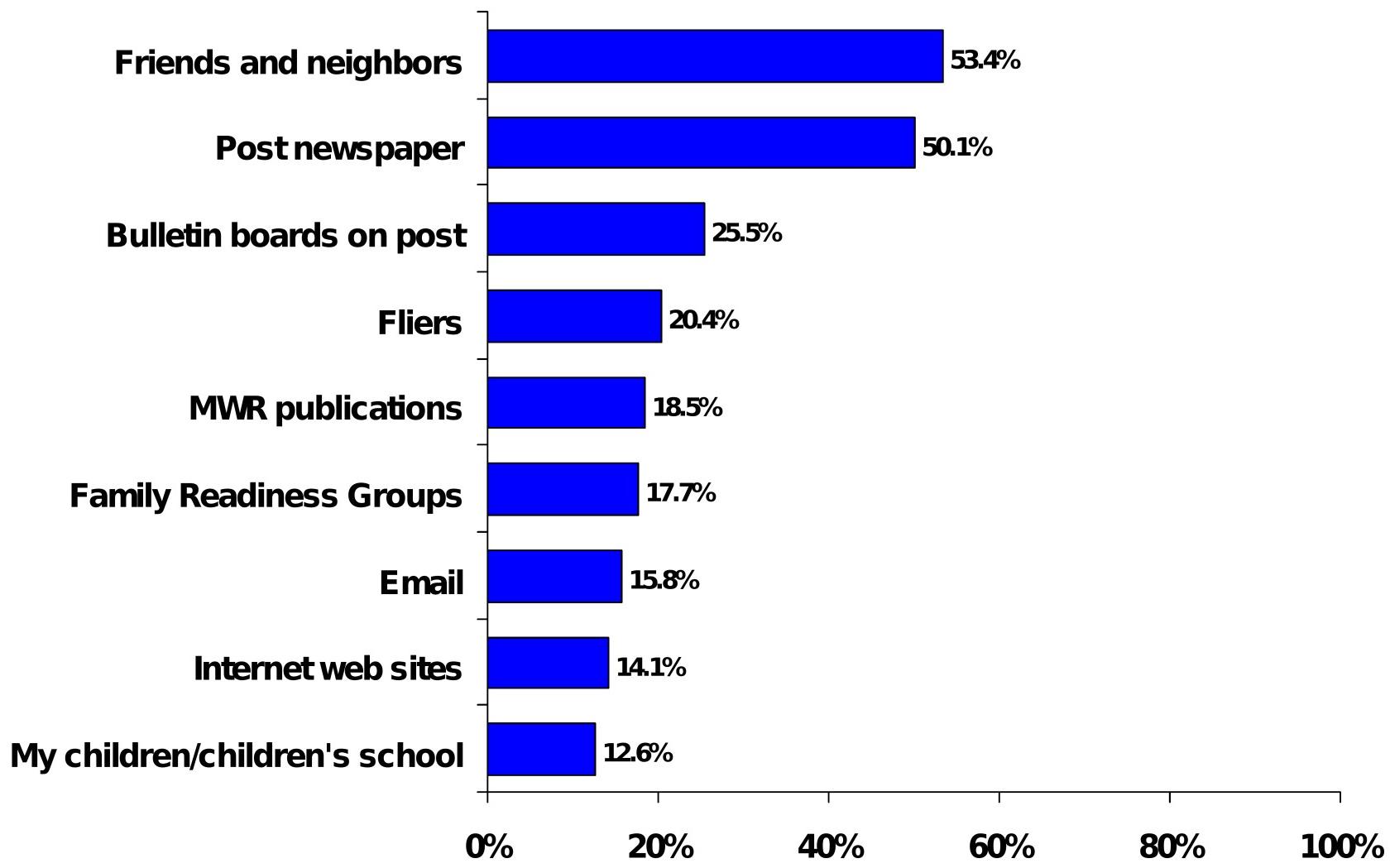
All spouses (1995, 2001); spouses of deployed and returned and not deployed Soldiers
(2004/5)





At your current location, how do you usually find out about the Army programs and services available for Army families?

Spouses of not deployed Soldiers





At your current location, how do you usually find out about the Army programs and services available for Army families? (Continued)

Spouses of not deployed Soldiers

